



Multi Channel Systems focuses on the development of precise scientific measuring instrumentation in the field of electrophysiology for research groups at universities and for the pharmaceutical industry. Since 1996, our hardware and software development department, production, sales, and administration teams with 70 employees have been serving customers worldwide – Since 2014, together with our Harvard Bioscience, Inc. partner brands including HEKA and Warner Instruments.

To complete our Application Support Team, we have an opening for a:

## Senior Application Engineer (w/m/d)

### ...what we offer:

- A collegial and international working environment
- A range of tasks with your own areas of responsibility
- Employee-friendly arrangements for vacation, flexitime and compensatory time off
- Regular development meetings
- Participation in the group-wide bonus program
- Contributions to capital-forming benefits and company pension scheme far in excess of the statutory framework

### ...responsibilities include:

- Understand therapeutic areas and how technology to make advancements, provide marketing support on new product launches with regard to value proposition, and proof source generation, pre-sale support, occasionally Key Account Support, Customer Advocate within the organization
- Engineering Support, Scientific Services Support, Marketing Support
- Call/Email, Onsite Installation and Training, Maintenance Visits, and generation of technical product content; e.g. technical notes, videos, manuals, etc.
- Supporting the local and global sales organizations with respect to product portfolio indicated above
- Supporting local manufacturing in end-control of finished goods (calibrations etc)
- Supporting the global customer basis in various applications such as Patch Clamp (manual & automated), automated TEVC and injection in Xenopus oocytes, Ussing and related areas of research
- Supporting hardware and software R&D in product developments in the field of Patch Clamp, TEVC, Ussing etc.
- Supporting marketing with technical knowledge (marketing material, trade shows, manuals, documentation)
- Attending trade shows, perform product demonstrations and live demos, installations of whole set-ups and trainings on-site (globally)

### ...necessary skills, knowledge and experience:

- PhD in natural science (physics, biophysics, biology)
- Willingness to travel internationally for installations and customer trainings, and to attend trade shows (up to 30%)
- German language as a native speaker, fluent in English (oral and written)
- High level of negotiation skills in sales and support conversations, excellent presentation skills
- High level experience and deep understanding in at least one of the following applications is a must:
  - Two-electrode-Voltage-Clamp (TEVC),
  - Patch Clamp
- Additional Experience in epithelial recordings (such as Ussing, TEER) is appreciated
- Experience in technical application support of global customer basis
- Experience with CRM and ticket systems (such as otrs)
- Experience in working in a team with hardware and software developments
- Experience in working in a global company matrix
- High level of technical understanding of electronics, microfluidics, micromechanics, related to biophysical application
- Manual dexterity for supporting manufacturing with respect to filigree parts of Patch Clamp or TEVC setups
- Keeping a cool head even in difficult technical and customer situations

We look forward to receiving your application documents electronically, stating your salary requirements and possible starting date, to: [jobs@multichannelsystems.com](mailto:jobs@multichannelsystems.com)